



# HOW TO APPLY FOR ADVERTISED VACANCIES AT RAATSICC

**Applications must contain:**

## **1. Job Application Cover Sheet**

**Must** be attached to your application

## **2. Cover Letter**

Your letter of application must:

- Outline your skills and tell RAATSICC why you would be suitable for the advertised vacancy.
- Say why you believe you would be good for the job, especially pointing out your qualities you have for this job.
- Encourage us to seek more details from your résumé.

In closing, mention that you have attached your résumé and any other relevant material, and that you would appreciate an interview to further discuss your suitability.

**TIP- When preparing your letter:**

- ***if a closing date is given in the job advertisement, allow for delays in the mail when posting your application***
- ***ensure your application letter is proof read before sending.***

## **3. Resume**

A résumé, often referred to as a CV, is a summary (or snapshot) of what you have achieved and who you are. It is a very important part of your job application, as it contains a brief outline of your personal details, employment history, education, skills and interests. RAATSICC would like to see the following information contained in your resume:

|                            |                                |
|----------------------------|--------------------------------|
| • Contact details          | • Education and Qualifications |
| • Other skills             | • Work history                 |
| • Activities and Interests | • Referees                     |

## **4. Selection criteria**

RAATSICC requires all applicants to address specific selection criteria when applying for a job here. Your ability to address the selection criteria will assist RAATSICC to short-list applicants for interviews. Each applicant is scored on how closely they meet each criteria and is then ranked accordingly.

When answering the selection criteria:

- Each individual criteria statement should be 2-3 paragraphs but no more than 1 page each
- Your responses must specifically outline examples of your work experience
- Ensure your responses are written clearly and briefly
- Re-read your responses and ensure that it has addressed the selection criteria

**TIP- You must address each of the selection criteria specifically outlining examples of your work experience. Your resume can help you to focus on your experiences.**



## **What RAATSICC will look for**

Cape York/Gulf RAATSICC looks for individuals that will fit into our organisation to assist us in performing well and to successfully achieve program outcomes for the betterment of our children, youth and families of the North Qld region. RAATSICC will be more interested in you having the right attitude and demonstrating what you have done with your talents than hearing about the talents you possess.

We are very interested in personal qualities and we assume that by applying for any RAATSICC positions, you would possess the necessary skills that is required for the job. A good attitude and behaviour to work could be the deciding factor for successful employment.

RAATSICC seeks the following attitudes in an employee:

- enthusiasm
- initiative
- honesty and openness
- reliability
- adaptability
- commitment
- determination
- maturity
- cooperation
- persistence

### **REMEMBER:**

***Your application, your cover letter, your responses to the Selection Criteria, your presentation must convince RAATSICC to give you an interview. It is the best way in selling yourself as a potential employee. It should be positive, confident and show your keenness for the advertised job.***

RAATSICC would like to thank you in advance for your interest in this position and wish you well in your application – Good Luck 😊





**Cape York / Gulf Remote Area Aboriginal & Torres Strait Islander Child Care (RAATSICC) Advisory Association Inc.**  
124 Spence Street  
PO Box 6242 MC  
CAIRNS QLD 4870  
Ph: 07 40 300 900 Fax: 07 4041 5082  
Web: [www.raatsicc.org.au](http://www.raatsicc.org.au) Email: [info@raatsicc.org.au](mailto:info@raatsicc.org.au)

## APPLICATION COVER SHEET

Position Applied for: .....

Please specify preferred base location if position offers this option: .....

Mr/Mrs/Ms/Miss/Other

Given Names: .....

Family Name: .....

Preferred Name: .....

Postal Address:

Telephone:

Home:

Work:

Mobile:

Fax:

Email:

Preferred method of contact .....

**THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION**

Address all correspondence marked 'Private & Confidential' to:

Chief Executive Officer  
Cape York / Gulf RAATSICC Advisory Association Inc  
PO Box 6242  
CAIRNS QLD 4870

Phone: (07) 4030 0900  
Fax: (07) 4041 5082  
Email: [recruitment@raatsicc.org.au](mailto:recruitment@raatsicc.org.au)



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## GENERAL CONDITIONS OF EMPLOYMENT

**Position:** North West Cape (NWC) Snr Case Worker – Mapoon, Napranum, Aurukun  
Strong Active Family Engagement (**SAFE**)

**Level:** 4.1 – Qld Community Services & Crisis Assistance Award

**Hours:** 38 hours per week

**Total Salary:** \$81,602.20

|                            |             |
|----------------------------|-------------|
| Base Salary -              | \$69,199.52 |
| 4 Weeks Annual Leave -     | \$ 5,323.04 |
| 9.50% Super contribution - | \$ 7,079.64 |

Salary Sacrifice Available, negotiated amount is deducted out of your base salary

**Location:** Napranum

**Supervisor:** Strong Active Family Engagement (**SAFE**) Team Leader

**APPLICATIONS:** Addressed and marked "Private & Confidential" to:

The Chief Executive Officer  
Cape York/Gulf RAATSICC Advisory Association Inc.  
PO Box 6242  
CAIRNS QLD 4870

**OR**

Email to: [recruitment@raatsicc.org.au](mailto:recruitment@raatsicc.org.au)  
Subject heading: CEO - Private & Confidential





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### Advisory Association Inc.

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## POSITION DESCRIPTION

|                       |  |
|-----------------------|--|
| <b>TITLE</b>          | NWC Snr Case Worker Strong Active Family Engagement (SAFE) Service |
| <b>PROGRAM</b>        | Programs and Client Services (PACS) Unit                           |
| <b>LOCATION</b>       | CAIRNS   |
| <b>UNIT</b>           | Programs and Client Services (PACS)                                |
| <b>CLASSIFICATION</b> | 4.1  |
| <b>REPORTS TO</b>     | SAFE Team Leader   |

### RAATSICC MISSION

As the peak advisory body and service providers on Aboriginal and Torres Strait Islander children and family matters in remote Queensland Cape York and Gulf remote communities, RAATSICC Staff, Management Committee and members will work collaboratively to find ways to provide the highest standard of services to:

- Strengthen our families to maintain our way and culture
- Nurture our children as they are our future
- Develop our youth as they are our upcoming generation of leaders

### POSITION PURPOSE

This position is critical to the effective and efficient management of the RAATSICC Aboriginal and Torres Strait Islander Family Wellbeing Service Strong Active Family Engagement (SAFE) for the targeted communities within this geographical area. The RAATSICC SAFE Program Support Officer's role is responsible for providing a high level of leadership and support to the SAFE program Team Leader and the entire PACS unit to maintain and meet Service Delivery requirements. The role also involves providing high quality support interventions as per the RAATSICC Shared Practice Framework.

### PERFORMANCE REQUIREMENTS

|                         |   |
|-------------------------|---|
| <b>Service Delivery</b> | <ul style="list-style-type: none"> <li>• Provide practical services and supports to build knowledge, strength and capacity of individuals and families which are referred to the RAATSICC SAFE program</li> <li>• Develop and review SAFE Care Plan goals as part of ongoing assessment. Plan client support and home visits according to goals.</li> <li>• Provide effective support to staff and Team Leader to ensure high quality service delivery, case management, and advice through early intervention responses and statutory intervention support in line with service objectives</li> <li>• Provide support to staff (in collaboration and under the supervision of the SAFE Team Leader) in engaging with families and assisting parents and kin with complex needs to provide appropriate and safe care for their children to prevent them from Child Protection intervention</li> <li>• Assist implementation, ensure adherence and compliance of the SAFE Service Practice Framework</li> <li>• Establish and maintain links with key support services within the Far North Qld Region</li> <li>• Regular and effective liaisons and communication with service providers, and mainstream referral bodies</li> </ul> |
|-------------------------|---|

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Monitor and respond to caseload demands, working in collaboration with Team Leader and SAFE Intake officer.</li> <li>• Oversee data systems for reporting purposes – access to ARC for SAFE service in the North West Cape and Kowanyama communities.</li> <li>• Prepare reports and maintain accurate client records. Report to SAFE Team Leader.</li> <li>• Complete all reporting and accountability requirements within a timely manner</li> <li>• Proactively contribute to and engage in, continuous improvement, innovation and implementation of legislation, best practice standards and procedures in line with the RAATSICC SAFE Practice Framework.</li> </ul>   |
| <b>Human Resources</b>                           | <ul style="list-style-type: none"> <li>• Assist with skills development of staff where necessary</li> <li>• Comply with organisational policy, procedures and systems which meet legislative requirements and report to SAFE Team Leader</li> <li>• Mentor, support staff and role model RAATSICC values</li> <li>• Assist in the facilitation of effective induction processes</li> <li>• Submit all timesheets and leave forms correctly</li> <li>• Participate in all types of supervision as part of self-care and confidence in your role</li> <li>• Participate in training and development opportunities to increase upon skills, knowledge and experience</li> <li>• In conjunction with the SAFE Team Leader, establish goals/objectives and outcomes for your own work plan</li> <li>• Participate in staff development and team meetings, as well as attend general staff meetings</li> <li>• Provide high level support to the CEO, PACS Manager and Practice and Development Officer where required</li> <li>• Act and maintain professional and ethical work practices and ensure compliance of these by staff that are supervised</li> </ul> |
| <b>Documentation/ Quality Systems Management</b> | <ul style="list-style-type: none"> <li>• Comply with RAATSICC's policy and procedures</li> <li>• Assist in maintaining effective quality assurance management processes</li> <li>• Ensure gathering, recording and collection of accurate data (statistics) and file management in line with RAATSICC Shared Practice Framework</li> <li>• Record and file all relevant correspondence appropriately, as per RAATSICC Policies and Procedures, and in accordance with funding guidelines</li> <li>• Provide high level support to PACS Manager and CEO where required in relation to documentation and quality systems</li> <li>• Plan and organise own work to achieve service goals and objectives.</li> <li>• Respond to change in an environment of resource constraint.</li> </ul>   |
| <b>Workplace Health &amp; Safety</b>             | <ul style="list-style-type: none"> <li>• Report incidents and hazards immediately, in line with RAATSICC's policy and procedures</li> <li>• Adhere to safe work practices at all times</li> <li>• Implement systems to ensure a safe workplaces for all staff and members of the public</li> <li>• Have sound knowledge of RAATSICC's procedural and operational methods</li> </ul>   |
| <b>Other Duties</b>                              | <ul style="list-style-type: none"> <li>• Undertake other tasks as directed from time to time from PACS Manager and other Managers of RAATSICC, and assist other staff in program support where required</li> </ul>  |

## Personal Characteristics

- Uphold RAATSICC's vision, mission, values and goals for the children, youth and families in all service delivery
- Honest communication skills; the ability to actively listen and challenge people when necessary
- Initiative, self-motivation and a positive attitude
- Integrity, discretion, tact and respectful behaviour when dealing with people
- Respect of individual's cultural diversity, and knowledge of cultural safety
- Ability to maintain privacy and confidentiality
- Efficient, reliable, flexible and responsive to family needs and routines
- Be critically reflective; think about your practice and identify what you do well and what you can improve on
- Effective time management (punctuality, meeting deadlines, prioritising tasks)
- Recognise your own limitations within your practice and actions.
- Have safe personal boundaries
- Work collaboratively and effectively with RAATSICC's stakeholders and staff to provide the highest standard of services to community

## POSITION REQUIREMENTS

### Required to have

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Extensive knowledge of issues affecting Aboriginal and Torres Strait Islander people and communities.</li><li>• Comprehensive knowledge of the community services sector (specifically domestic violence, child protection and understand the social causes of child maltreatment and family stress</li><li>• Extensive working experience of legislation, service standards and practice frameworks related to the community services sector</li><li>• Well developed and effective communication skills</li><li>• Proficient and considerable computer skills and use of relevant technology</li></ul> | <ul style="list-style-type: none"><li>• Qualification in Community Services or relevant field or work towards obtaining a qualification or formalising your experience and skills</li><li>• Knowledge and understanding of social justice principles</li><li>• Knowledge and understanding of complex needs and risk factors (such as D&amp;A, Mental Health, Homelessness, Domestic &amp; FV)</li><li>• Knowledge about child development, trauma, resilience and attachment, self help and self determination</li><li>• Significant experience in establishing and maintaining effective professional relationships with government, non-government agencies and Indigenous communities</li><li>• Understanding of consumer rights and responsibilities</li><li>• Class "C" Drivers licence</li><li>• Working with Children Blue Card</li></ul> |
|--|---|

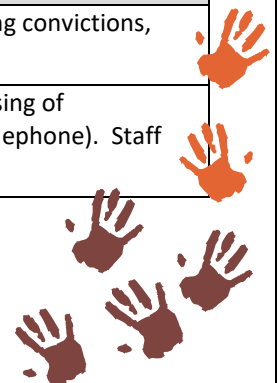
### Beneficial to have

- Experience in establishing and maintaining effective professional relationships with government, non-government agencies and Indigenous communities
- Extensive knowledge and working experience in legislation, service standards and practice frameworks related to the community and human services sector
- Ability to assess complex and sensitive client issues and experience handling sensitive and confidential information

### Additional Factors

- (a) Persons seeking engagement in this position are required to disclose any criminal histories (including convictions, which are not recorded) and/or charges at the time of interview.
- (b) This role is responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (e.g. email, internet and telephone). Staff must undertake these tasks in accordance with RAATSICC's Employee Handbook.

For more information, please do not hesitate to contact the  
RAATSICC office on the toll-free number 1300 663 411  
(expenses will be incurred from a mobile service)





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## SELECTION CRITERIA

|                       |  |
|-----------------------|--|
| <b>TITLE</b>          | Snr Case Worker -Strong Active Family Engagement ( <b>SAFE</b> ) |
| <b>PROGRAM</b>        | Strong Active Family Engagement program                          |
| <b>UNIT</b>           | Programs And Client Services                                     |
| <b>CLASSIFICATION</b> | 4.1  |
| <b>REPORTS TO</b>     | SAFE Team Leader   |

| KEY SELECTION CRITERIA |   |
|------------------------|---|
| 1.                     | Demonstrated ability to consult, negotiate and liaise effectively and sensitively with Aboriginal and Torres Strait Islander families, community groups and organisations.                          |
| 2.                     | Demonstrated knowledge and understanding of social issues affecting Aboriginal and Torres Strait Islander people and communities especially in Far North Queensland remote and discrete communities |
| 3.                     | Demonstrated understanding of the social context of child abuse and neglect and the child protection system   |
| 4.                     | Demonstrated knowledge of the Human services sector and the ability to enhance learning   |
| 5.                     | Demonstrated ability to work independently with limited supervision, together with the ability to work in a team environment  |
| 6.                     | Demonstrated knowledge of privacy and confidentiality protocols within an organisation.   |

